

# Remember **FACTS** for a safer Scotland



## 19/1/21 All Staff Covid 19 Guidance – 7<sup>th</sup> Update, Superseding Previous Versions

- Staff should stay aware of changing guidance, reducing risk to you, your family and those we support
- It is the responsibility of us all to do the right thing with the most current advice available

	Question	Guidance	Further Info/Advice
1	What is Coronavirus and how do I get the vaccine?	<p>COVID-19 is a highly transferable infectious virus, which has created a pandemic.</p> <ol style="list-style-type: none"> <li>1. Many staff have either been booked for or have had the vaccine already. If not already vaccinated, please take the opportunity to get it to protect you, your family and the vulnerable people you work with unless there is a recognised medical contraindication for not being vaccinated. Please discuss any issues/concerns with your line manager or HR.</li> <li>2. Please note that supported individuals and families may request that only vaccinated employees are assigned to their particular team.</li> <li>3. We cannot insist that staff have the vaccine, but given the predicted timescales of the impact of the pandemic, we do need to advise that if supported individuals refuse support from non-vaccinated staff, this could have implications for a non-vaccinated member of staff.</li> <li>4. Please speak to your line manager and/or HR manager with questions/concerns.</li> </ol>	Stay up to date from trusted sources –national news, government websites and internal Aspire updates
2	How is it spread?	<ol style="list-style-type: none"> <li>1. Respiratory secretions from others (within 2 metres)</li> <li>2. Inhaled into the lungs from coughing, sneezing.</li> <li>3. Hard surfaces. Touching a contaminated surface/object or infected person, then touching their own mouth, nose, eyes.</li> </ol>	Follow FACTS (Above) to reduce contamination
3	How do I prevent becoming infected?	<ol style="list-style-type: none"> <li>1. Avoid exposure, follow guidance, keep up to date implement <a href="#">FACTS (above)</a></li> <li>2. Wash hands often for 20 seconds with soap and water. Dry hands with a disposable towel. Use towel to turn off the tap</li> <li>3. Use alcohol sanitisers with at least 60% alcohol if no handwashing facilities available.</li> <li>4. Wear appropriate PPE during work</li> <li>5. Wear face coverings inside shops, restaurants, public transport etc.</li> <li>6. Cover your cough or sneeze with a tissue, throw the tissue in a bin and wash your hands.</li> <li>7. Clean and disinfect frequently touched objects and surfaces at least x2 daily with domestic/anti-bacterial cleaning products in work or domestic settings</li> <li>8. Remove rings and bracelets to minimise germs on your hands and wrists</li> </ol>	Select or click on the words <b>“hand hygiene”</b> for further information.
4	Staff Self Testing Received 18/1/21	<ol style="list-style-type: none"> <li>1 2 types of self-testing kits are being made available for all frontline and management staff. It appears that 1 involves testing x1 per week, the other x2 test per week. Staff take own samples.</li> <li>2 These tests are to try to: <ol style="list-style-type: none"> <li>a. Identify staff who have covid and can self isolate</li> <li>b. Protects those receiving care</li> <li>c. Prevents and controls the spread by identifying people who have the virus but have no symptoms</li> </ol> </li> <li>3 Information re kits, how to obtain, how to use, how frequently etc have just been received. Workshops have been set up for managers to attend and further guidance/advice will be sent out once we have attended these.</li> </ol>	
5	Why should I follow guidelines?	<ol style="list-style-type: none"> <li>1. Over 89,000 people have died from Covid 19 in the UK.</li> <li>2. We have had a small number of staff and supported individuals testing positive for Coronavirus some of whom were hospitalised. Thankfully we have had no deaths but we know the new variant of the virus is easier to transmit, increasing risks of spread.</li> <li>3. Winter a particular risk. People are in confined spaces with poor ventilation increasing cross-infection risk.</li> <li>4. We need to take care of each other and those we support. Not following guidelines puts others at risk.</li> <li>5. We provide support to many frail, vulnerable people who are at higher risk of becoming very unwell or dying. We are <b>ALL</b> responsible for doing everything we can to avoid spreading the virus.</li> </ol>	<p><b>Approx 50,000 people have died in the UK since October.</b></p> <p>Increasing infection rates are evident. We must all remain vigilant in ensuring that no action or omission on our</p>

		<p>6. We have had staff off sick and/or self-isolating, causing pressure on services and our teams' ability to provide support.</p> <p>7. False information and scams are increasingly evident. Do not respond to uninvited communications and speak to your line manager if you receive emails or texts related to covid. Only use official government and NHS sources.</p>	part gives the virus a chance to spread.
6	What are the symptoms?	<p>1. Common symptoms listed below but others are becoming evident eg lethargy, headaches, joint/nerve pain</p> <p>2. A high temperature – over 37.8 degrees or your chest or back feels hot to touch</p> <p>3. A new, continuous cough – this means coughing a lot for more than 1 hour, or 3 or more coughing episodes in 24 hours (if you normally have a cough, it may be worse than usual)</p> <p>4. Loss of or change in your normal taste or smell</p> <p>5. Difficulty in breathing / feeling breathless.</p>	Stay alert to the symptoms of the virus and respond appropriately if they become evident reporting to your line manager.
7	What do I do if I think I have any symptoms?	<p>1. Stay at home and arrange a COVID-19 test and follow <a href="#">NHS advice</a>.</p> <p>2. Speak to your line manager/on-call manager advising them of your concerns as soon as possible.</p> <p>3. If advised to self-isolate follow the <a href="#">stay at home guidance</a>.</p> <p>4. If worried about symptoms of a family member or colleague, do not go to the GP or other healthcare environment.</p> <p>5. Only call 111 if you cannot get help online.</p> <p>• <b>Note – DO NOT attend your place of work if you have booked a COVID Test. Please discuss this with your line manager or on call manager as soon as you feel a COVID Test is required.</b></p>	<p>Click or Select <a href="#">NHS advice</a> for more information</p> <p>Click or Select <a href="#">stay at home guidance</a> for more information</p>
8	What happens if I need to stay off work?	<p>1. If you are required to shield due to underlying medical concerns or as a result of symptoms or self isolation you should report this to your line manager or HR Manager as soon as possible.</p> <p>2. Statutory sick pay will be paid from day 1 of your absence. We realise that this will be less than you will normally earn and discussions are ongoing at national level to try to minimise the financial impact for people.</p> <p>3. If you earn less than £118 you may be eligible to claim universal credit or other benefits. Aspire's Finance Manager may be able to signpost you to the appropriate place to receive financial support or guidance.</p> <p>4. Local Authority Grant support is available to people who test positive or are instructed by Health Protection to Isolate – Ask the health protection officer who contacts you for more information.</p> <p>5. The furlough scheme is in place until the end of April.</p> <p>6. Some decisions will be determined at the manager's discretion. Any such situations will be taken fairly and with all relevant information to ensure fairness for all staff.</p>	As employee owners, <b>this is your company</b> . We all need to do the right thing by the company to ensure it remains financially viable and support genuine staff need. <b>We do not intend to support anyone who may see an opportunity to take advantage this situation.</b>
9	Working from Home	<p>1. Various staff have worked from home for many months as per govt guidance</p> <p>2. Only essential personnel for essential reasons will attend any of Aspire's bases. We have been operating Aspires support hub services remotely, keeping in contact via phone and video conferences.</p> <p>3. We are also speaking to staff who normally work directly supporting people to see if telephone and or video support can be given to maintain supports for supported individuals as best we can.</p>	We have been working smart to ensure business continuity.
10	When do I have to isolate myself and/or my family?	<p>Updated 2/12/20 If you or someone in your household has symptoms, you need to self-isolate and arrange a test via <a href="https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/test-trace-and-isolate/coronavirus-covid-19-testing">https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/test-trace-and-isolate/coronavirus-covid-19-testing</a></p> <p>1. Do not go to a GP surgery, pharmacy or hospital.</p> <p>2. If you are not experiencing symptoms but have tested positive for COVID-19 you also must self-isolate for at least 10 days, starting from the day the test was taken. If you develop symptoms during this isolation period, you must restart your 10-day isolation from the day you develop symptoms.</p> <p>3. After 10 days, if you still have a temperature or other symptom you should continue to self-isolate and seek medical advice.</p> <p>4. If you live with others, all other household members must stay at home and not leave the house for 14 days. The 14-day period starts from the day when the first person in the household became ill or if they do not have symptoms, from the day their test was</p>	Follow guidelines at all times to ensure the safety of yourself and others.

		<p>taken. If anyone else in the household starts displaying symptoms, they must stay at home for at least 10 days from when their symptoms appear, regardless of what day they are on in their original 14-day isolation period. The ending isolation section below has more information.</p> <ol style="list-style-type: none"> <li>5. If you have <u>symptoms</u>, try and stay as far away from other members of your household as possible. It is especially important to stay away from anyone who is clinically vulnerable or clinically extremely vulnerable with whom you share a household.</li> <li>6. Consider alerting people who you do not live with and have had close contact within the last 48 hours to let them know you have <u>symptoms</u> of COVID-19.</li> <li>7. Following a positive test result, you will receive a request by text, email or phone to log into the NHS Test and Trace service website and provide information about recent close contacts.</li> <li>8. If you feel you cannot cope with your symptoms at home, or your condition gets worse, then use the <u>NHS 111 online</u> COVID-19 service. If you do not have internet access, call NHS 111. For a medical emergency dial 999.</li> <li>9. If you develop COVID-19 <u>symptoms</u> again at any point after ending your first period of isolation (self or household) then you must follow the guidance on self-isolation again.</li> <li>10. Where you have a family member who lives in the same household as you are displaying symptoms, please notify your line manager as soon as possible and arrange a COVID Test.</li> </ol>	
11	I have a chronic health condition – what should I do?	<ol style="list-style-type: none"> <li>1 Shielding started again 4/1/21. People identified to shield in 1st lockdown should have been notified and must contact HR.</li> <li>2 Staff with underlying health conditions need to remain extra vigilant. If you have any concerns regarding your safety in the workplace please contact your line manager or a member of HR to discuss</li> <li>3 <b>Access Self-help guide: Coronavirus (COVID-19)</b> at <a href="https://www.nhsinform.scot/self-help-guides/self-help-guide-coronavirus-covid-19">https://www.nhsinform.scot/self-help-guides/self-help-guide-coronavirus-covid-19</a></li> </ol>	Please adhere to current lockdown guidelines, re-instated 4/1/21
12	What if an individual I care for has symptoms of COVID-19?	<ol style="list-style-type: none"> <li>1. Contact your line manager immediately to report this whilst keeping a safe distance.</li> <li>2. The risk of transmission should be minimised through the following safe working procedures.</li> </ol> <p><b>Personal protective equipment</b></p> <ol style="list-style-type: none"> <li>3. Care workers should use personal protective equipment (PPE) for activities that bring them into close personal contact, such as washing and bathing, personal hygiene and contact with bodily fluids.</li> <li>4. Aprons, gloves and fluid repellent surgical masks should be used in these situations. If there is a risk of splashing, then eye protection will minimise risk.</li> <li>5. New personal protective equipment must be used for each episode of care. It is essential that personal protective equipment is stored securely within disposable rubbish bags.</li> <li>6. These bags should be placed into another bag, tied securely and kept separate from other waste within the room. This should be put aside for at least 72 hours before being put in the usual household waste bin.</li> <li>7. It is very important that all staff who use PPE understand what PPE to use and how it should be used safely; the resource provided below will assist you in doing this.</li> <li>8. Please see table 2 and table 4 which is the recommended PPE for community and social care setting, you can view these by clicking the link below:</li> </ol> <p><a href="https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control">https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control</a></p> <p>For information and videos on how to safely put on and take off PPE to avoid cross contamination risks, please follow the link below which will take you to step by step instructions as how to do this safely:</p> <p><a href="https://www.gov.uk/government/publications/covid-19-personal-protective-equipment-use-for-non-aerosol-generating-procedures">https://www.gov.uk/government/publications/covid-19-personal-protective-equipment-use-for-non-aerosol-generating-procedures</a></p>	We need to be continually assessing the people we support to determine whether they have any of the signs or symptoms listed and report this immediately to your line manager.

13	What if a supported person has no symptoms but is part of a household that is isolating?	<ol style="list-style-type: none"> <li>1. If the individual being cared for and their worker can remain at a safe protected distance from the symptomatic member of the household, whilst wearing the appropriate PPE this will mitigate against the risk of infection.</li> <li>2. This would apply, for example, where the symptomatic family member can remain in their own room, is using separate bathroom facilities and is observing robust isolation procedures, staying 2 metres away from other family members.</li> <li>3. Where this is not possible – and this will vary on a case-by-case basis – the same procedures should be adopted as if the person being cared for did have symptoms of COVID-19 (see above). Care should continue to be taken to limit contact with any household member that has symptoms.</li> <li>4. Staff should be vigilant for any signs of the virus and immediately report any concerns.</li> </ol> <p>See <a href="#">guidance for households with possible coronavirus (COVID-19) infection</a>.</p>	<p>Follow guidelines</p> <p>Select or Click on <a href="#">guidance for households with possible coronavirus (COVID-19) infection</a>. For further information</p>
14	Cleaning	<ol style="list-style-type: none"> <li>1. All surfaces and objects which are visibly contaminated with body fluids</li> <li>2. All potentially contaminated high-contact areas such as toilets, taps, door handles, light switches, telephones, keyboards, desks, tables, TV remote controls etc</li> </ol> <p><b>In Service Cleaning</b></p> <ol style="list-style-type: none"> <li>1. If care workers undertake cleaning duties, then they should use usual household products, such as detergents and bleach as these will be very effective at getting rid of the virus on surfaces. Frequently touched surfaces should be cleaned regularly.</li> <li>2. Personal waste (for example, used tissues, continence pads and other items soiled with bodily fluids) and disposable cleaning cloths can be stored securely within disposable rubbish bags.</li> <li>3. These bags should be placed into another bag, tied securely and kept separate from other waste within the person’s designated private space. This should be put aside for at least 72 hours before being put in the usual household waste bin for disposal as normal.</li> </ol> <p><b>Laundry</b></p> <ol style="list-style-type: none"> <li>1. If care workers support the individual with laundry, then they should not shake dirty laundry before washing. This minimises the possibility of dispersing virus through the air. Wash items as appropriate, in accordance with the manufacturer’s instructions.</li> <li>2. Dirty laundry that has been in contact with an ill person can be washed with other people’s items. If the individual does not have a washing machine, wait a further 72 hours after the 7-day isolation period has ended; the laundry can then be taken to a public Laundromat.</li> <li>3. Items heavily soiled with body fluids, for example, vomit or diarrhoea, or items that cannot be washed, should be disposed of, with the owner’s consent.</li> <li>4. Public areas where a symptomatic individual has passed through and spent minimal time in (such as corridors) but which are not visibly contaminated with body fluids do not need to be specially cleaned and disinfected.</li> </ol>	<p>Clean surfaces with disposable disinfectant cloths and sprays at least x 2 daily</p> <p>In areas where staff share keyboards, clean keyboards x 2 per day and use gloves to type</p> <p>Please not that where we support people in carrying out there shopping that we should be ensuring that they have adequate cleaning supplies in order that this can be undertaken effectively.</p>
15	Rubbish Disposal	<ol style="list-style-type: none"> <li>1. All waste that has been in contact with the at risk individual, including used tissues, continence pads and other items soiled with bodily fluids, should be put in a plastic rubbish bag and tied.</li> <li>2. The plastic bag should then be placed in a second bin bag and tied. It should be put in a safe place, labelled with date and time and set aside for at least 72 hours before being put in the usual household waste bin.</li> </ol>	<p>Follow guidance; ensure supported persons have enough bags in their homes.</p>
16	What should I do following the Prime Minister and First Ministers addresses?	<ol style="list-style-type: none"> <li>1. Employees are key workers delivering essential work, so you are permitted to attend work in order to fulfil your duties. <ul style="list-style-type: none"> <li>• Whist working you must always carry your Aspire ID and currently this may be required, along with the on call number and access to your rota, in case your travel during lockdown is challenged. You may also wish to have a picture of your SSSC Registration Certificate to hand within your mobile. Should you have misplaced your ID card please immediately contact Elaine Couplan on <a href="mailto:ecouplan@aspireinc.co.uk">ecouplan@aspireinc.co.uk</a> to request a new one.</li> </ul> </li> <li>2. Should you face enquiry from an official, for example the police as to where you are travelling to you should be able to show them your ID and explain that you are a care worker. Should they require additional verification then they could be provided with the on</li> </ol>	<p>Check government updates and briefings which are widely reported and follow guidelines.</p>

		call telephone number to phone and enquire.	
17	I have children what do I do if schools are shut?  Will I get paid?	<ol style="list-style-type: none"> <li>1. As a key worker, your children should be able to go to school. Where your children's school is closed you can <u>contact your local authority</u>, who will seek to redirect you to a local school in your area your child, or children, can attend</li> <li>2. Should you have any questions or concerns please discuss those with your line manager.</li> <li>3. In addition to these guidelines Aspire would expect staff to work with their family and informal supports to minimise the impact of childcare issues. Please note there is no statutory payment available for taking time off to care for your children and so this new support will hopefully be of great assistance to you in these challenging circumstances.</li> <li>4. Scottish government have implemented new supports for full info please follow the link: <a href="https://www.gov.uk/government/publications/coronavirus-covid-19-maintaining-educational-provision/guidance-for-schools-colleges-and-local-authorities-on-maintaining-educational-provision">https://www.gov.uk/government/publications/coronavirus-covid-19-maintaining-educational-provision/guidance-for-schools-colleges-and-local-authorities-on-maintaining-educational-provision</a></li> </ol>	<p>We need to minimise the potential negative impact for supported individuals and also income to Aspire.</p> <p>Some decisions will be at the manager's discretion. All will be objectively and fairly assessed.</p>
18	Holiday's and annual leave	<ol style="list-style-type: none"> <li>1. Stay at home guidance was announced across mainland Scotland 4/1/21</li> <li>2. Under current UK COVID-19 restrictions, you must stay at home. You must not leave home or travel, including internationally, unless you have a legally permitted reason to do so.</li> <li>3. From 4am on 18 January 2021, if you do not present proof of a negative test result, you will not be able to board a plane unless you have a valid reason and could be fined £480 on arrival into Scotland. You will also be required to self-isolate for 10 days regardless of where you have travelled from.</li> <li>4. Aspire employees should not travel out with Scotland unless there is an urgent medical reason or some other substantial essential reason to do so. Extensive travel restrictions exist.</li> <li>5. You are responsible for checking quarantine rules at <a href="http://www.gov.scot">www.gov.scot</a> for the latest guidance.</li> <li>6. Please also note that we will require your flexibility when it comes to holiday requests. Your line manager may ask you to take annual leave for a particular period of time, or to cancel leave if staffing numbers are very low, creating risk to supported individuals.</li> <li>7. It is important that annual leave is taken in a balanced way throughout the year to ensure you are well rested and to limit the liability of large annual leave balances accruing. Please co-operate with your line manager during any request for annual leave.</li> </ol>	If you are travelling abroad for essential purposes you need to check the position before you travel and be aware that you may face travel difficulties both in leaving and returning to the UK. Updated 18/1/21
19	What if someone <u>with confirmed COVID</u> has recently been at work or support setting?	<ol style="list-style-type: none"> <li>1. Guidance 19/3/20 from public health England states 'it is not necessary to close the business or workplace or send any staff home if someone has become unwell whilst in the workplace'.</li> <li>2. If an individual receiving care and support has symptoms of COVID-19, the risk of transmission should be minimised through safe working procedures.</li> <li>3. General interventions may include increased cleaning activity and keeping property properly ventilated by opening windows whenever safe and appropriate. Care workers should follow advice on <u>hand hygiene</u> and service specific PPE guidance.</li> </ol>	Follow the updated guidance as stated
20	What happens if staff sickness levels are high	<ol style="list-style-type: none"> <li>1. Service Managers have completed a Red, Amber, Green risk rating assessment of each service/individual supported. These will be managed in the same way that we would for adverse weather conditions.</li> <li>2. Team members should be aware that should the need arise and in order that we continue to provide support to the most vulnerable people and ensure service continuity that you may be asked to deliver support in areas and for people you do not normally work. This will be communicated with you and we ask that all employees co-operate with this reasonable request.</li> <li>3. Should you be aware of any employees who have worked with Aspire in the past and who may consider returning to Aspire for additional income and to provide additional support please contact <a href="mailto:recruitment@aspireinc.co.uk">recruitment@aspireinc.co.uk</a> who will progress this. Should you be available to undertake work in additional services across Aspire please contact your line manager.</li> <li>4. Staff fit to work but unable to provide direct support because of their own underlying health risk issues should liaise with the Aspire team on how they could remotely support our efforts in delivering continuity of care and support.</li> </ol>	We are in regular, frequent contact with each local authority. Working with them to minimise risks.
21	What if I am contacted by the media, or someone I think is not genuine?	<ol style="list-style-type: none"> <li>1. If you have any doubts that who you are speaking to is not who they say they are then please ask for their full details for a call back and raise this with your manager.</li> <li>2. If the media ask you to make comment on the current situation, please politely decline to comment and notify your line manager.</li> </ol>	Various scams are in play, please be vigilant.

22	What resources are available to me to support my wellbeing?	<p>1 Please download and utilise the Health Assured App which has lots of helpful information and programs for you to follow to assist in your physical, mental health and wellbeing. The details are as follows:</p> <p><a href="https://healthassuredeap.co.uk/home">https://healthassuredeap.co.uk/home</a></p> <p>Username: Aspire Password: Housing</p> <p>Alternatively, if you feel you would benefit from talking with the team at health assured, whether for a whole range of advice, counselling or CBT then please contact them on telephone number 0800 030 5182.</p>	Visit Health Assured for additional support.
23	Will this have any impact on my SSSC registration?	<p>To keep fully up to date, please visit SSSC website via the following link:</p> <p><a href="https://www.sssc.uk.com/covid-19">https://www.sssc.uk.com/covid-19</a></p>	To enable you to fulfil your SSSC Registration Requirements

#### Sources

- <https://www.gov.scot/publications/coronavirus-covid-19-adult-care-at-home-testing-guidance/>
- SG Core COVID-19 Sectoral Information and Guidance for Homelessness Settings Version 1.0 Publication date: 21 December 2020
- GOV.UK - Guidance for social or community care and residential settings on COVID-19. Published 19<sup>th</sup> March 2020, <https://www.gov.uk/government/publications/covid-19-residential-care-supported-living-and-home-care-guidance/covid-19-guidance-on-home-care-provision>
- NHS Website at <https://www.scot.nhs.uk>
- NHS Inform at <https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/>
- ACAS at [www.acas.org.uk](http://www.acas.org.uk)
- Health Protection Scotland at <https://www.hps.scot.nhs.uk/a-to-z-of-topics/covid-19/>
- Full Guidance on Staying at Home and Away from People Published 23/03/20 [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/874742/Full\\_guidance\\_on\\_staying\\_at\\_home\\_and\\_away\\_from\\_others\\_1\\_.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/874742/Full_guidance_on_staying_at_home_and_away_from_others_1_.pdf)